



Virtual Gateway

Enhancement Announcement

June 2006

Common Intake 2.2 is now LIVE!!

Many suggestions from our users are incorporated into this new release. Thank you for your valuable input, and keep your suggestions coming!

Screening Tool Changes

The 'serve in the military' help link is updated to directly link to www.mass.gov.

The screenshot shows a 'Screening Survey' form with a 'Personal Information' section. Questions include: 'How many people are in the household?' (dropdown), 'How old are the people in the household?' (checkboxes for age groups), 'Is anyone disabled?' (dropdown), 'Is anyone pregnant?' (dropdown), 'Is the household homeless?' (dropdown), 'Did anyone serve in the military?' (dropdown), and 'If yes, were they honorably discharged?' (dropdown). A pop-up box titled 'serve in the military' provides details on the definition of a veteran under Massachusetts law, listing requirements for 180 days or 90 days of active duty service. A blue arrow points from the 'serve in the military' dropdown to the pop-up box.

The **Food Stamps screening results** is updated to include a direct link to www.mass.gov allowing you to download a printable Food Stamps application in either English or Spanish.

The screenshot shows the 'Screening Results' page. It includes a thank you message and a table with three columns: 'May qualify', 'Comments', and 'To Apply/Inquire'. The 'May qualify' column has a link to 'Food Stamps'. The 'Comments' column contains the text 'Must reside in Massachusetts' and 'Must be a US Citizen or a certain'. The 'To Apply/Inquire' column provides instructions on how to apply for Food Stamps, including a link to 'DTA Office Locations' and a link to download a printable application in either English or Spanish. A blue arrow points from the 'Click here' link to the 'DTA Office Locations' link.

May qualify:	Comments:	To Apply/Inquire:
Food Stamps	Must reside in Massachusetts Must be a US Citizen or a certain	To apply for Food Stamps you may: Apply Below or: <ul style="list-style-type: none">Go to the Department of Transitional Assistance Office that serves your city or town: Click here to find the office near you. DTA Office LocationsClick here to download a printable application in either English or Spanish. Complete the application and mail or fax it to the Department of Transitional Assistance Office that serves your city or town. Call the Department of Transitional Assistance

Changes to Common Intake Applications

Application Signature Requirement

The **Application Signature page** in Common Intake is now required only for MassHealth and Women's Health Network applications.

The *Signature* page check box (on the *Submit* page) now displays only for MassHealth applications. You do not need to print or have the application signed (unless it is a MassHealth or WHN application). Signatures for these applications will be collected by the receiving agency.

This change is especially beneficial to community service providers that meet with clients in other locations such as their home or place of employment.



Common Employer Names

The **Employer Name** field is now a dropdown list that includes the most common Massachusetts employers. This field appears on the *Salary Wage Income Information*, *Absent Parent Employment Income Information*, and the *Other Medical Insurance Information* pages. If the employer is not listed, select Other and complete the 'If other, please specify' question.

A screenshot of the 'Salary Wage Income Information' form. It includes a question 'Does anyone in the household currently have salary/wage income (including self-employment)?*' with a 'Yes' button. Below it, 'Who has salary/wage income?*' has a dropdown menu showing 'Adam Jones'. The 'Employer Name:' field has a dropdown menu open, listing various employers: 7 ELEVEN, 99 RESTAURANT, A.J.WRIGHT, AC MOORE, ACE EMPLOYMENT, ACP CLEANING, ACTION FOR BOSTON COMM DEVELOP, and ADECCO TEMP AGENCY. The 'Employer Telephone Number:' field is also visible.

Immigration Status

A **new value** is available from the 'Immigration Status' dropdown on the *Immigration Status Information* page: Victim of severe forms of trafficking. Also, one value in this list now reads: Amerasian admitted pursuant to Section 584 of Public Law 100-2002.

A screenshot of the 'Immigration Status' form. It includes two questions about Janet Johnson's status with 'No' buttons. Below, it asks for immigration information. The 'Immigration status:' field has a dropdown menu open, listing various statuses: Amerasian admitted pursuant to Section 584 of Public Law 100-202, Conditional Entrant, Cuban/Haitian entrant, Deportation Withheld, Granted Asylum, Granted Parole, Victim of severe forms of trafficking, and Legal Permanent Resident. A blue arrow points to the 'Victim of severe forms of trafficking' option.

Other Changes

The **Next Steps** instructions for Women's Health Network applications is updated to include a WHN office address and phone number as well as updated instructions for completing the application process.

We hope **visually impaired users** find it easier to use Common Intake with some of our recent enhancements.

Permission to Share Information

Section 2 of the *MassHealth Permission to Share Information* (PSI) form is updated adding clarity to this section.

Section 2: Information You Want to be Shared
Please read carefully: I am giving MassHealth permission to share:
<ul style="list-style-type: none">Eligibility notices, related eligibility information, and application information with the person or organization listed in Section 3 (this means that you want the person or organization in section 3 to be able to contact MassHealth to get eligibility information, copies of your eligibility notices and application).
Please Note: Eligibility notices include information about all members of a household. A separate PSI Form must be submitted and signed by each member of your household who is 18 years of age or older. If we do not get forms signed by each member of your household who is 18 years of age or older, we will not be able to honor your request.

The **date listed** under 'Section 5: End of Permission' on the 'MassHealth Permission to Share Information (PSI) Form' screen is updated to display a date 18 months (versus 12 months) from the date the application is submitted.

Section 5: End of Permission
This permission to Share Information is good until: 12/05/2007

Similarly, submitted applications can now be accessed for up to 18 months (versus 12 months) through the Search for Application link on the provider dashboard.

Community Elder Applications ('traditional' applications)

A new page that captures **rental property expense** information now displays to allow you to specify which property is related to a particular rental property expense. This enables you to build a link between the rental income expense information and a particular rental property. Users are no longer directed to the expense screen to capture this information.

Rental Property Expense Information
Note: A member of the household has indicated that they have rental income. If you do not enter expenses associated with this property, the gross rental income amount will be used for eligibility determination.
Does anyone in the household have expenses associated with a property generating rental income (Heat, Home Insurance, Condo or Co-Op Fee, etc.)? Yes
Which Property?*
<div></div>
Expense Category: <div></div>
Expense Type: <div></div>
Payment Period: <div></div>
Note: If this expense is shared, please enter the total expense for this rental property.
Expense Amount: \$ <div></div>
<div>Save and Add Another</div>

Changes Specific to MassHealth Common Intake Applications (continued)

The **Asset Information** and **Closed/Sold Asset Information** pages now require an 'If Other, please specify' question to be completed if you indicate 'Other' for both Asset Category and Asset Type.

Asset Information	
Who has assets?*	Janet Johnson ▼
Asset Category (Liquid, Holding, Insurance, etc):*	Other ▼
Asset Type:*	Other (Other) ▼
Other, please specify▶	<input type="text"/>
Has any portion of this open asset been sold, traded, or given away within the past 3 months?▶	<input type="text"/>
Is this asset jointly owned?▶	<input type="text"/>
Asset Value/Amount▶	\$ <input type="text"/>
Asset value as of▶	<input type="text"/> mm / <input type="text"/> dd / <input type="text"/> yyyy

The **Personal Care Attendant** page only displays for US Citizens that meet the MassHealth Community Elder criteria, and only individuals meeting this criteria will appear in the 'Who needs the services of a personal-care-attendant?' dropdown.

Previously, you could select any household member within the '**Who has bills for medical services** received in the last 3 months?' dropdown on the *Previous Medical Bills* page. Now, only MassHealth Community Elder individuals will be listed within the 'Who has bills for medical services received in the last 3 months?' dropdown.

Virtual Gateway Help Desk

The Virtual Gateway Help Desk Staff is here to assist you.

800-421-0938
617-988-3301 (TTY)
9 AM to 5 PM, Monday – Friday

